



Job Title: Customer Service Team Manager

Grade: Y5A

Reports To: Senior Customer Service Manager

Number of Reports: Circa 15

### Key job element

- Accountable for a team of Customer Service Advisors within a multichannel environment, predominately by telephone and face to face to deliver outstanding customer service that resolves as many interactions as possible at first point of contact.
- Lead, manage and coach a team to enable everyone to perform at their best and ensure customer focussed services are delivered, monitored and improved for a diverse range of customers.
- Achieve a range of customer, operational and financial KPI's.
- Contribute to the overall success of the department by playing an active and positive role as a member of the wider management team, encouraging collaboration across disciplines and embedding a culture that delivers results and service excellence, and promotes the YHN values and culture.
- Lead by example and remain flexible at busy times.
- Ensure the effective use of the CRM system and customer feedback to provide meaningful customer insight which delivers continuous improvement in the customer experience.
- Support a 'performance improvement' and innovation lead culture to deliver performance in line with corporate benchmarks.
- Recruit, induct and train team members to deliver outstanding customer service.
- Support the development and implementation of strategies and plans to achieve corporate, department and team objectives.
- Embed structural and cultural change to deliver a service improvement.
  - Follow agreed business processes, statutory and regulatory policies and frameworks.
  - Support the dispatch and coordination of field-based officers for the organisation's telecare service.
- Undertake any other duties as and when required to support the delivery of front-line services.

### Person Specification:

This area focuses on skills and knowledge required in the role.

#### Essential Criteria

- Can evidence a genuine passion for people and customer service excellence.
- Consistent track record of leading teams to achieve high standards of customer service in a fast-paced environment.
- Demonstrates accountability for a team to achieve a range of customer service and financial KPIs.
- A natural leader with a proven track record of inspiring people to achieve goals.
- Experience of supporting significant organisational change.
- Flexible with working hours in line with business needs and leading a team who work 24/7 365 days a year.

- Understands the vulnerable nature of some of our customers and tailors' approach accordingly.
- Able to coach individuals to continuously improve performance.
- A keen eye for detail and can interpret management information to improve performance.
- Effective planning and organising workload of self and others in a fast-paced dynamic environment.
- Computer literate, experience of using PC's to input and extract data and familiar with use of Microsoft Windows and Office software.
- Evidence of continuing professional development.

#### **Desirable Criteria**

- Contact centre experience
- Experience in a multi-channel environment
- Experience of working with a life critical Telecare service.

All employees are expected to be flexible within the scope of the role

*Your Homes Newcastle's Core Values play an integral part in determining our culture going forward and ensuring a progressive, sustainable and healthy working environment for our staff. Our values, practices and behaviours are at the heart of this and how our staff do things is as important as what we do.*

*Our values are Be **Ready**, Be **Amazing**, Be **Revolutionary**, Be **Energetic**.*

*It is no coincidence that our values spell out the word **RARE**. We want YHN to be known as "unusually good or remarkable" and an organisation with people that "stand out from the rest".*

*We expect our people to demonstrate the following behaviours:*

#### **Be ready - together we're prepared for anything:**

This value is about being "prepared, willing, eager and prompt".

The behaviours we expect are:

- Take responsibility to keep up to date
- Take ownership
- Make best use of time and resources
- Own your development and that of others
- Work as one team cooperatively
- Be prepared to contribute
- Be organised and on time
- Share information, knowledge and good practice
- Be adaptable and flexible

#### **Be amazing – we'll exceed expectations**

This value is about being "passionate, impressive, excellent and progressive".

The behaviours we expect are:

- Care about people and YHN
- Take pride in what you do
- Behave with sincerity and integrity
- Be your best and inspire others to be theirs
- Do right by our customers
- Have a desire to make things better and improve lives

- Be an advocate for YHN
- Learns from mistakes

**Be revolutionary – have courage and be bold**

This value is about “leading the way, involvement in change, engagement, being radically new or different and being creative”.

The behaviours we expect are:

- Prepared to be different
- A positive influence on others
- Consider and think of imaginative solutions
- Decisive and unafraid to do what's best
- Prepared to challenge constructively
- Open-minded, tries to say 'yes' more than 'no'
- Supports and promotes change

**Be energetic – making every day count**

This value is about “vitality, being interested, keen, inspirational and motivated”

The behaviours we expect are:

- Passionate in all you do
- Is up for the task
- Celebrates achievements
- Can “bounce back”
- Is motivated and enthusiastic
- Challenges poor performance and negative attitude